Occupational Therapy Examiners Board

Description
The Board of Occupational Therapy Examiners is a regulatory board which issues and renews bi-annually approximately 1,500 licenses for the occupational therapy profession. By law, the Board requires that each applicant meet minimum standards of education, experience, and competency. The Board also receives and investigates complaints, takes appropriate disciplinary action, and responds to inquires from consumers as to the license status of individual occupational therapy professionals.

IT Vision
Utilize computer technology so a two-person staff will be able to license and regulate the Arizona Occupational Therapy industry and to absorb any foreseeable demographic growth within the industry.

IT Mission
Provide the hightest quality and level of customer service through the maximum utilization of computer technology.

Goal 1

To improve stakeholder access to licensure information by placing all statutes, rules, forms and instructions for licensure on the internet so it can be down loaded from any location in the world.

Objective 1
Provide the most current versions of forms and rules on the internet.

Current Situation
Has been completed and being maintained with updated info.

Performance Measures

1   Reduce the number of telephone and written requests, measured by percent reduction.

Status   In Process

Category: Input

	Target 03	Actual 03	FY 04	FY 05	FY 06
	10	15	15	20	25

Goal 2

Enhance automated capabilities in order that a two-person staff can continue to absorb any additional future workload due to demographic changes.

Objective 1
Update to the most current version of software to maintain proficienty in issuing licensees in a timely manner.

Current Situation
The agency currently use version Windows 2000.

Performance Measures

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1   Number of days before a licensee receives an approved license.

Status   In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Input					
	30	30	30	30	30

Goal 3

Move with the trend of e-government, by allowing applicants to submit applications and payments over the internet.

Objective 1

To move to a system that will allow the industry to submit their applications and payments electronicly.

Current Situation

All payments and applications must be received through the mail or hand delivered

Performance Measures

1 Number of applications received electronicly

Status   In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Input					
	0	0	500	600	700

2 Number of payments processed electronicly

Status   In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Input					
	0	0	500	600	700

3 Reduce the number of pieces of US mail received by applicants

Status   In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Input					
	0	0	500	600	700

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